

Symantec Mail Security™ for Microsoft® Exchange Content Licensing Guide



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Technical support

As part of Symantec Security Response, the Symantec global Technical Support group maintains support centers throughout the world. The Technical Support group's primary role is to respond to specific questions on product feature/function, installation, and configuration, as well as to author content for our Web-accessible Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering as well as Symantec Security Response to provide Alerting Services and Virus Definition Updates for virus outbreaks and security alerts.

Symantec technical support offerings include:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and Web support components that provide rapid response and up-to-the-minute information
- Upgrade insurance that delivers automatic software upgrade protection
- Content Updates for virus definitions and security signatures that ensure the highest level of protection
- Global support from Symantec Security Response experts, which is available 24 hours a day, 7 days a week worldwide in a variety of languages
- Advanced features, such as the Symantec Alerting Service and Technical Account Manager role, offer enhanced response and proactive security support

Please visit our Web site for current information on Support Programs. The specific features available may vary based on the level of support purchased and the specific product that you are using.

Contacting Technical Support

Customers with a current support agreement may contact the Technical Support group via phone or online at www.symantec.com/techsupp.

Customers with Platinum support agreements may contact Platinum Technical Support via the Platinum Web site at www-secure.symantec.com/platinum/.

When contacting the Technical Support group, please have the following:

- Product release level
- Hardware information
- Available memory, disk space, NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description
 - Error messages/log files
 - Troubleshooting performed prior to contacting Symantec
 - Recent software configuration changes and/or network changes

Customer Service

To contact Enterprise Customer Service online, go to www.symantec.com, select the appropriate Global Site for your country, then choose Service and Support. Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information on product updates and upgrades
- Information on upgrade insurance and maintenance contracts
- Information on Symantec Value License Program
- Advice on Symantec's technical support options
- Nontechnical presales questions
- Missing or defective CD-ROMs or manuals

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Content licensing

About content licensing

A content license is a grant by Symantec Corporation for you to update Symantec corporate software with the latest associated content (for example, virus definitions). This license is provided as part of your Maintenance Agreement for the Symantec product. Content licensing ensures that your Symantec products continue to receive updates, such as new virus definitions.

Symantec requires that you register Symantec Mail Security for Microsoft Exchange and install a License File on each server on which you run Symantec Mail Security for Microsoft Exchange. The same License File supports all of the servers that are governed by the content license. Content updating is limited to the period of time that is specified by the content license.

Other Symantec products may require additional content licenses. For more information, see the individual product documentation.

How content licensing works

LiveUpdate is the program that provides content updates to your Symantec product. When LiveUpdate identifies new content that is available for your product, your product validates its content license to ensure that it is eligible to use that new content. If your content license is valid, the new content is applied.

When a license approaches its expiration date, it enters the Warning Period. During the Warning Period, the product reminds you that your content license needs to be renewed. You must maintain valid content licenses to ensure that your computers remain protected with the latest virus definitions. Once a content license expires, content updates are not available until you renew your

Maintenance Agreement and install the new content License File that you are issued.

For a single server Symantec Mail Security for Microsoft Exchange installation, the content license is validated when the LiveUpdate is applied to the server. For managed servers, the license is validated for each server when server groups are updated from the multiserver console.

Enabling content updating

Content updating becomes enabled when a valid content License File is installed for the product.

To enable content updating, you must complete the following tasks:

- Install the Symantec software.
- Locate the serial number.
The number is on the License Certificate that is delivered with your software.
- Request and receive a License File from Symantec.
See [“Registering the Symantec product”](#) on page 9.
- Install the License File on each server that is running Symantec Mail Security for Microsoft Exchange.
See [“Licensing a single server”](#) on page 10.
See [“Licensing a server group from the multiserver console”](#) on page 11.
See [“Licensing a single remote server from the multiserver console”](#) on page 12.
- Renew the content license before it expires.
See [“Obtaining a new content license”](#) on page 14.

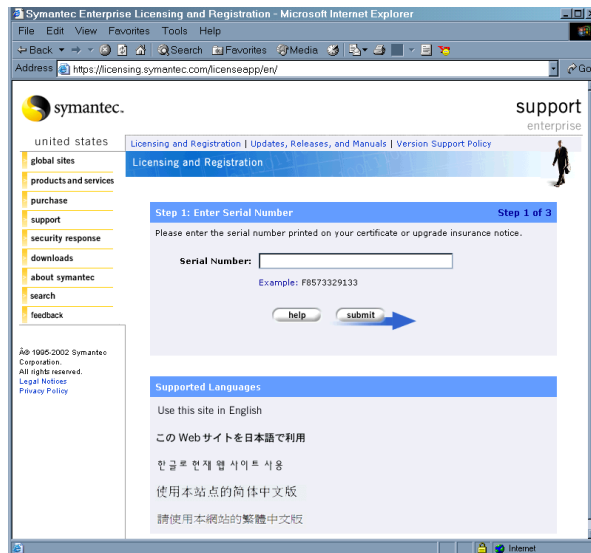
After the License File is installed, content updating is enabled for the period that is specified by your content license.

Registering the Symantec product

You register your Symantec product on the Symantec licensing and registration Web site.

To register the Symantec product

- 1 Open your browser to:
<https://licensing.symantec.com>



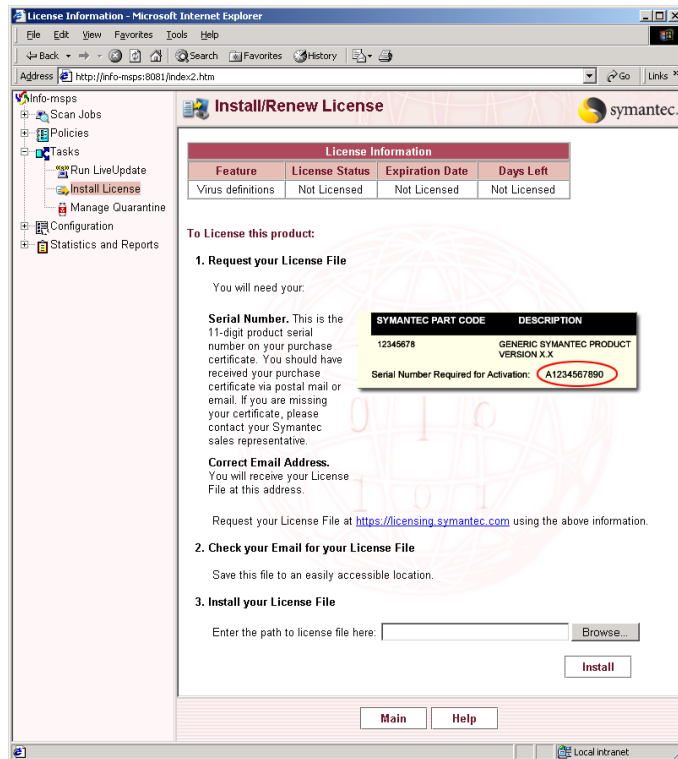
- 2 In the Serial Number text box, type the eleven digit serial number.
- 3 Click **submit**.
- 4 Type the email address to which the License File will be sent.
- 5 Click **submit**.
- 6 Confirm the information that you entered by clicking **submit**.
The License File is sent to the specified email address.

Installing the license

Once you have requested and received the license file, you must install it. You can install the License File for a single server. If you are managing remote servers using the Symantec Mail Security for Microsoft Exchange multiserver console, you can install a License File for server groups or for a single remote server.

Licensing a single server

You can install the License File to a single server from within Symantec Mail Security for Microsoft Exchange.



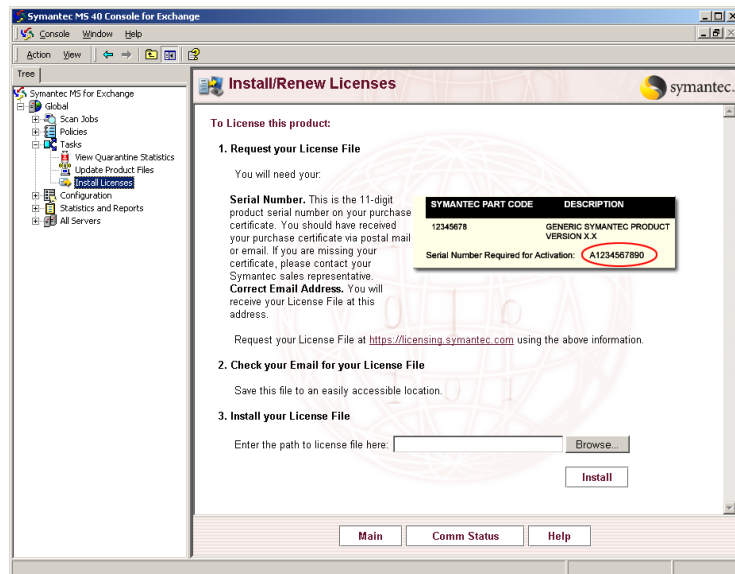
To install the License File for a single server

- 1 Open Symantec Mail Security for Microsoft Exchange.
- 2 In the left pane, expand Tasks.
- 3 Click Install License.

- 4 If necessary, in the Install/Renew License pane, follow steps 1 and 2 to request a License File from Symantec.
- 5 In step 3, do one of the following:
 - Type the fully qualified path to the License File, then click **Next**.
If the License File does not reside on the same computer, you can specify a mapped drive or UNC path to the file.
 - Click **Browse**, navigate to and select the License File, then click **Next**.
If the License File does not reside on the same computer, you can locate the file using My Network Places.
- 6 Click **Install** to install the License File to the server.

Licensing a server group from the multiserver console

You can install the License File to a server group from the multiserver console.



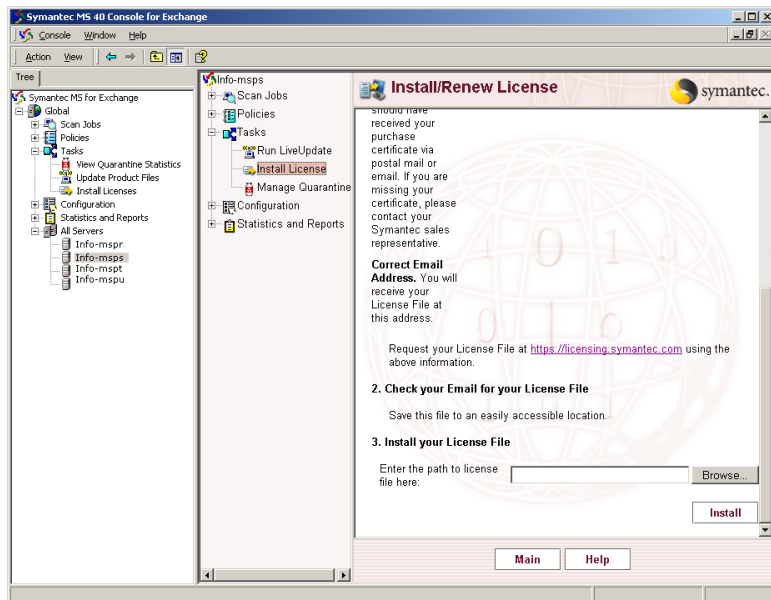
To install the License File for a server group

- 1 In the left pane of the Symantec Mail Security for Microsoft Exchange console, expand **Global** or a server group.
- 2 Expand **Tasks**.
- 3 Click **Install Licenses**.

- 4 If necessary, in the Install/Renew Licenses pane, follow steps 1 and 2 to request a License File from Symantec.
- 5 In step 3, do one of the following:
 - Type the fully qualified path to the License File, then click **Next**.
If the License File does not reside on the same computer as the Symantec Mail Security for Microsoft Exchange console, you can specify a mapped drive or UNC path to the file.
 - Click **Browse**, navigate to and select the License File, then click **Next**.
If the License File does not reside on the same computer as the Symantec Mail Security for Microsoft Exchange console, you can locate the file using My Network Places.
- 6 Click **Install** to install the License File to the server group.
If a server within the server group is already licensed, the License File is reapplied.

Licensing a single remote server from the multiserver console

You can install the License File to a single remote server from the multiserver console.



To install the License File for a single remote server

- 1 In the left pane of the Symantec Mail Security for Microsoft Exchange console, expand **Global** or a server group.
- 2 Do one of the following:
 - In the Global group, expand **All Servers**.
 - In a server group, expand **Servers**.
- 3 Select the server to display the single-server user interface.
- 4 For the single server, in the middle pane, expand **Tasks**.
- 5 Click **Install License**.
- 6 If necessary, in the Install/Renew License pane, follow steps 1 and 2 to request a License File from Symantec.
- 7 In step 3, do one of the following:
 - Type the fully qualified path to the License File, then click **Next**.
If the License File does not reside on the same computer as the Symantec Mail Security for Microsoft Exchange console, you can specify a mapped drive or UNC path to the file.
 - Click **Browse**, navigate to and select the License File, then click **Next**.
If the License File does not reside on the same computer as the Symantec Mail Security for Microsoft Exchange console, you can locate the file using My Network Places.
- 8 Click **Install** to install the License File to the server group.

Obtaining a new content license

If a computer has an expired content license, or if the content license is missing or invalid for any reason, content updates will not be applied to your product. When a license expires, you must renew your Maintenance Contract to receive content updates.

If you purchased Symantec Mail Security for Microsoft Exchange through the Symantec Value or Elite Enterprise Licensing programs, contact your system administrator or reseller to see if your Maintenance Agreement has been renewed, and whether a new content license is available and ready to install. When your Maintenance Agreement is renewed, you receive a Serial Number that you can register to obtain your new content License File.

Note: License Files are digitally signed. Editing or altering a License File in any way renders it invalid.

To obtain a new content license

- ◆ Do one of the following:
 - Contact your system administrator or reseller to see if a new content license is available and ready to install.
 - Visit the following Web site for information on acquiring a content license for your product:
<http://www.symantecstore.com/renew>